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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/051,377	01/18/2002	Douglas F. Reynolds	8285-456	6995
757	7590	10/29/2003	EXAMINER	
BRINKS HOFER GILSON & LIONE P.O. BOX 10395 CHICAGO, IL 60611			BUI, BING Q	
			ART UNIT	PAPER NUMBER
			2642	8

DATE MAILED: 10/29/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

OL.R.

OK.

Office Action Summary

Application No.

10/051,377

Applicant(s)

REYNOLDS ET AL.

Examiner

Bing Q Bui

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 08 August 2003.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-26 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-26 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) 6.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

1. This action is in response to applicant's response filed on 8/08/03. Claims 1-26 are now pending in the present application. **This action is made final.**

Claim Rejections - 35 USC § 103

2. Claims 1-6, 9-14, 16-22 and 24-26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Manuel et al (US Pat No. 6,574,323), herein after referred as Manuel, in view of He (US Pat NO. 5,841,852) cited by Applicant .

Regarding claim 1, Manuel teaches a method for processing a call from a calling telephone station, the method comprising:

(a) storing information about a caller as a call processing record associated with the caller in a SCP database (see col. 3, lns 50-64);

(b) generating a query in response to a terminating attempt trigger that is activated upon receipt of the call (see col. 5, lns 16-20 and col. 7, lns 47-65);

(c) accessing the call processing record associated with the caller in response to the query (see col. 7, lns 47-65 and col. 11, lns 8-23); and

(d) providing routing information based on the indication of the language associated with the caller for routing caller to an appropriate service representative (see col. 3, lns 50-64).

Manuel differs from claimed invention in which it does not explicitly teach the information about a caller that stored in the SCP database is indication of the language

preference. However, He teaches the information about a caller that stored in a database is indication of the language preference that selected by the caller (see Fig. 2 and col. 3, ln 62-col. 4, ln 18). Therefore, integrating He's teachings into call processing system of Manuel would have been obvious for providing more efficiency in servicing diverse customers.

Regarding claim 2, Manuel further teaches the method of transmitting the query from a switch to a processor (see col. 5, lns 16-20 and col. 7, lns 47-65).

Regarding claim 3, Manuel further teaches the method of performing a database lookup (see col. 5, lns 16-20 and col. 7, lns 47-65).

Regarding claim 4, Manuel further teaches the method of providing routing information based upon predetermined logic instructions (see col. 5, lns 16-20 and col. 7, lns 47-65).

Regarding claim 5, Manuel further teaches the method of transmitting the routing information from a processor to a switch (see col. 5, lns 16-20 and col. 7, lns 47-65).

Regarding claim 6, Manuel further teaches the method of (d) routing the call to a predetermined destination in response to the routing information (see col. 3, lns 50-64).

Regarding claims 9-10, 16 and 24, Manuel teaches the step (e) comprises routing the call to a predetermined call center in response to the routing information, wherein the call center implements a language associated with the language preference that is associated with the calling telephone station (see col. 3, lns 50-64).

As to claims 11-12, they are rejected for the same reasons set forth to rejecting claim 1.

As to claims 13 and 20, they are rejected for the same reasons set forth to rejecting claim 1 above, since claims 13 and 20 are merely a system for implementing the method defined in the method claim 1.

Regarding claim 14, Manuel teaches an originating switch coupled with the terminating switch, the originating switch being operable to receive the call from the calling telephone station and route the call to the terminating switch (see Fig 1).

As to claims 17-19, they are rejected for the same reasons set forth to rejecting claims 3-5 above, since claims 17-19 are merely a system for implementing the method defined in the method claims 3-5, respectively.

As to claim 21, it is rejected for the same reasons set forth to rejecting claim 6 above, since claim 21 is merely a system for implementing the method defined in the method claim 6.

As to claim 22, it is rejected for the same reasons set forth to rejecting claims 1-6 and 11-12.

As to claims 25-26, they are rejected for the same reasons set forth to rejecting claim 1.

3. Claims 7-8, 15 and 23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Manuel '323 in view of He '852, and further in view of Caccuro et al (US Pat No. 5,440,615) cited by Applicant, herein after referred as Caccuro.

Regarding claims 7-8, 15 and 23, the combined system of Manuel and He fails to teach the step (e) comprises routing the call to a predetermined interactive voice response unit in response to the routing information, wherein the interactive voice response unit implements a language associated with the language preference that is associated with the calling telephone station. However, Caccuro teaches the method of routing the call to a predetermined interactive voice response unit in response to the routing information, wherein the interactive voice response unit implements a language associated with the language preference that is associated with the calling telephone station (Abstract and col 7, lns 21-43). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to include the method of routing the call to a predetermined interactive voice response unit that implements a language associated with the language preference associated with the calling telephone station, as taught by Caccuro, into the combined system of Manuel and He in order to provide more efficiency in serving a variety of customers.

Response to Arguments

4. Applicant's arguments with respect to claims 1-26 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

5. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858.

The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

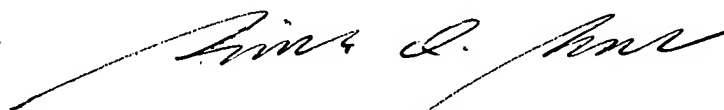
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9314 and for formal communications intended for entry (please label the response

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"EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Oct 23, 2003

A handwritten signature in cursive script, appearing to read "Bing Bui".

**BING BUI
PATENT EXAMINER**